

9-1-1 Comprehensive Plan

In Virginia, 9-1-1 personnel, resources and systems provide the public – using any communications device or method, and in any language – with rapid reliable and accurate emergency services

Strategic Initiatives			
1. Assess impact of NG9-1-1 on existing statewide 9-1-1 capabilities and services	2. Improve accessibility to 9-1-1 services and availability of information about the 9-1-1 ecosystem	3. Training recommendations for the NG9-1-1 telecommunicator	4. Employ analytics to identify future information services

Priorities				
9-1-1 and Operations	Professional Development	Technical Systems	Data Development, Maintenance and Support	Analysis and Planning
<ul style="list-style-type: none"> Address the needs of the deaf and hard of hearing community Access to foreign language services Increased interaction with organizations that represent local government Engagement with other public safety focused disciplines and government agencies Multiple avenues for data sharing (ISP to PSAPs) to help differentiate what's important from noise 	<ul style="list-style-type: none"> Establish 9-1-1 as an independent discipline and explore 9-1-1 branding Additional pedagogies for telecommunicator training <ul style="list-style-type: none"> NG9-1-1 & FirstNet Regional focus Aligned with current technology Related to other public safety disciplines Facilitates sharing of training materials Identify innovative approaches to recruitment and retention from private sector Wellness 	<ul style="list-style-type: none"> Incentivize regional projects Dedicated IT staff and resources to support systems (cybersecurity) Maintenance after grant funding ends Statewide approaches to hosted systems CAD to CAD interfaces Challenge of managing projects that involve multiple vendors Integration of 3-1-1 and similar systems with PSAP Interoperability 	<ul style="list-style-type: none"> GIS data maintenance and work flows Overall cost of maintenance Data sharing (among PSAPs) Coordinating PSAP boundary support Best practices for GIS quality metrics Interstate data sharing Impact of visual media and records on PSAPs 	<ul style="list-style-type: none"> Peer exchange for analytical reporting, development of metrics, assessing staff efficiency, and significant events Include 9-1-1 in training and exercise activities Understanding location accuracy Facilitate 9-1-1 and GIS interaction Visibility of 9-1-1 calls from initiation to response